



STATE OF NEVADA  
DEPARTMENT OF ADMINISTRATION

*Purchasing Division*

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Date October 27, 2011

**MEMORANDUM**

To: All State Agencies  
From: Greg Smith, Administrator  
Subject: US Bank Payments

There have been several issues over the last several months with State agency payments not being applied correctly to the agencies' US Bank account. In response to the State's concerns, US Bank has established a manual payment center in an effort to more accurately post the State's payments. The address for US Bank that has been entered in Advantage under the alternate indicator "A" is the correct address; **do not** use the address for US Bank that is listed on the monthly statement.

Additionally, please refer to the State Financial System Payment Instructions on the Purchasing Division website under "Credit Card Programs" for the proper way to enter the account information on the Payment Voucher (PV). While there have been problems originating with US Bank regarding misapplied payments, there have also been problems due to State agencies entering information other than the required 16 digit US Bank account number on the PV.

All calls to US Bank for any type of assistance are to be made to the Nevada US Bank Account Coordinator, Michael Audette. Michael's contact information is: [michael.audette@usbank.com](mailto:michael.audette@usbank.com) and (612) 344-6010. Do not call US Bank's general customer assistance at the 1 (800) number listed on the statement or card, they cannot assist with specifics regarding the State of Nevada's credit card programs.

Your cooperation in these areas is appreciated.

Purchasing 2011-04